

Class No.:	Administrator
Original Date:	February 2005
Revision Date:	September 2018 October 2023
Pay Group:	17

## **ASSOCIATE VICE PRESIDENT DIGITAL TECHNOLOGY SERVICES AND CIO**

### **NATURE AND SCOPE OF WORK**

The Associate Vice President Digital Technology Services provides strategic direction and leadership for digital technology and ensures the delivery of reliable and responsive services to the university. The AVP DTS facilitates the development and implementation of a technology strategy and asset roadmap that aligns with the university's strategic and academic plans.

This position reports to the Vice President, Finance and Administration and is a key strategic partner and trusted advisor to senior leadership and a broad range of stakeholders throughout the university. Reporting directly to the AVP DTS is a team of IT professionals responsible for client services, enterprise systems, network systems and technology services in support of students, faculty and administrative staff.

### **ILLUSTRATIVE EXAMPLES OF DUTIES**

#### **Strategic and Annual Plans**

- Leads the development and implementation of the technology roadmap to deliver an integrated enterprise approach to enhance operations.
- Develops and implements short-term and long-term plans to ensure delivery of reliable and responsive services to meet the evolving needs of the university.
- Works with senior leadership from across the institution to understand the need for new technology services and solutions that support the academic, learning and administrative needs of the organization and provides options for consideration.
- Contributes to the development of university policy related to technology and develops and implements processes, standards, and key performance indicators to continuously improve services and programs in the department.

#### **Information Technology Security and Risk Management**

- Working within the university's risk management framework, is accountable for the identification, assessment, and communication of technology related risks, and the development and implementation of strategies to protect University data and

information.

- Develops and implements a cybersecurity program to mitigate and monitor cyber security and technology related risk including reporting on the status of risk management programs to the executive and board of governors.
- Leads the development of an information security culture both within the IT department and across the university that places high value on the protection of personal information, technology assets and the university's reputation.
- Ensures compliance with related privacy legislation, regulations and standards (such as BC's Freedom of Information and Protection of Privacy Act, BC Government Defensible Security framework, and the Payment Card Industry Data Security Standard)

### **Leadership, Financial and Resource Management**

- Provides advice to senior leadership on a university-wide enterprise approach for IT investments including governance, strategic direction, services and standards, and policies and processes.
- Supports the prioritizing of competing goals and needs for funding to maximize productivity through innovative technology solutions.
- Ensures the effective management of operating and capital budgets that includes innovative and creative solutions to resource challenges including re-allocating resources to align with and support the university's priorities and plans.
- Instills a department culture of value proposition spending that enables the efficient utilization and optimization of resources.
- Ensures systems and tools are available to enable the efficient collection, analysis and assembly of information to support strategic decision making at the university, faculty and department level.
- Represents the university on a variety of internal and external committees, working groups and associations as relevant.
- Builds and maintains collaborative relationships with internal and external stakeholders to ensure that their information and technology needs are proactively identified.
- Accountable for the efficient operation of core systems and infrastructure that support university operations within established performance targets.

### **Departmental Leadership**

- Builds a positive work environment through the promotion of health and well-being and creates a culture of recognition weaving diversity, equity, inclusion, and a commitment to Truth and Reconciliation.

- Establishes collaborative and effective relationships between the department and university community to deliver customer service excellence and prudent management of technology investments.
- Fosters an environment of high performance, with an emphasis on service excellence, continuous improvement and teamwork to achieve high standards for the department.
- Contributes to a positive and effective employee experience by administering the collective agreement, consulting with Human Resources on the interpretation of the agreement, and representing management where required in labour relations issues.
- Fosters a culture of staff engagement to attract, motivate, and retain quality staff. Supports and guides managers by consistently setting performance goals, conducting regular performance reviews, identifying developmental and operational needs, and providing appropriate training opportunities and mentoring to all department employees.
- Leads the development and implementation of departmental employee engagement plan that supports the effective engagement and development of employees and the achievement of organizational needs and service levels.
- Provides regular status, performance and statistical reporting to the university.
- Undertakes special projects and assumes additional duties as assigned.

#### **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Exceptional interpersonal, communication, and conflict resolution skills with the ability to relate to a diverse range of people including the ability to relay complex and technical information in a clear and easily understood manner.
- Broad knowledge of the technology landscape, trends and issues for the post-secondary sector.
- Extensive knowledge of legislation and regulations impacting technology, information management and protection of personal information in the BC public sector.
- A positive and respected role model with the ability to initiate, motivate, and delegate.
- A creative and influential leader who uses a practical, collaborative, and common sense approach.
- Politically sensitive and able to work effectively with all levels of individuals within the University.
- Committed to excellence and innovation in the workplace.
- Ability to strategically identify issues and analyze alternatives.
- Ability to work effectively under time constraints with changing priorities.
- Demonstrated skills in change and project management.
- Proven excellence in financial and personnel management.

## **REQUIRED TRAINING AND EXPERIENCE**

- Established professional credibility as supported by a master's degree in business administration, computer science or information technology plus ten years of senior technology leadership experience in an environment of similar scope and complexity (an alternate combination of education and experience may be considered).
- Demonstrated leadership competencies with a proven track record of developing and motivating employees to deliver service excellence.
- Proven track record of leading the successful delivery of business driven, enterprise-wide technology solutions, preferably within a higher education or public sector environment.
- Demonstrated ability to build partnerships with students and employees in all levels of the organization.
- Demonstrated ability to develop and implement strategies and plans that support a complex organization with evolving needs.